



**Dr. NAVJOT KHOSA IAS**  
MANAGING DIRECTOR

**KERALA MEDICAL SERVICES CORPORATION LTD**

(Department of Health & Family Welfare, Govt. of Kerala)

Head Office, Thycaud P.O., Thiruvananthapuram - 695014

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## Guidelines for effective utilization of Comprehensive Ambulance Services for the COVID -19 Containment

- For the effective transportation of the COVID 19 suspects/patients from their households/exit points to the isolation facilities, each and every district will be having one committee for mobilization of Covid-19 suspects/patients.
- An officer under discretion of the District Collectors may be assigned as the nodal person for the whole logistics arrangement for the Covid-19 containment of the district as well as effective transportation arrangements for the Corona Care Centers of the districts.

There are four types of Ambulance networks available for each and every district for the Comprehensive Ambulance Services for the COVID -19 Containment.

### **1. 108 – KANIV aggregator Ambulance service**

Ambulance request to the “108 or 112” toll free number either by the Public or through the District Control room.

### **2. Ambulance Network offered by IMA**

Over & above, the 108 Ambulances & the dedicated ambulances deployed through the district Health authorities, the districts can explore the utilization of the private ambulance network offered by IMA.

The suggested sequential events shall be

General public calls the District Control room for ambulance → Control room enabling the services of IMA private ambulance services through toll-free number (9188100100) provided by IMA → Getting the details of available vehicle → Giving the details regarding the exact location to which the vehicle to be provided → Ensuring services in time through the notified vehicle which is already having a trained pilot → After completion of the particular trip it shall be the responsibility of the IMA to raise the invoice against the trip which can be given to the District Program Manager NHM → Submission of the consolidated vehicle wise details to SPMSU, National Health Mission headquarters for releasing the payment from the special head of activities listed by Program implementation plan of NHM.

### **3. Voluntary Ambulances registered in to the KMSCL Portal**

KMSCL had created a registration portal for private ambulances. There are 13 ambulances already been registered under the private Ambulance registration portal operated by KMSCL. They offered different rates for providing services. So, each and every ambulance available with the districts under this particular initiative will be shared to the district authorities and will be available with the District.

On demand, the District control room shall call those vehicles registered in the private ambulance registration portal of KMSCL & avail the services in the rates approved by Government against the IMA proposal.

#### **The mode of operations shall be**

General Public calls the District Control Room for ambulance → Control Room calls the Ambulance registered on KMSCL portal → District Control Room gives the exact location in which the vehicle to be provided → Ensure services through the notified

vehicle, which is already having a trained pilot → Get the invoices of the trip to the District Control Room → Submit consolidated statement to the State Mission Director NHM for fund release.

#### **4. Utilization of Voluntary online private ambulance network for CCC mission**

The utilization of the voluntary online private ambulance network may also be explored by the Districts for the transportation of patients. The districts will be provided with a web link by the online application through which the real time availability & location of the Ambulances can be understood.

#### **The suggested mode of operations: -**

General Public calls the District Control Room → Control Room identifies the ambulance availability through the web link → Requesting services of the identified vehicle → Availing the services of the vehicle.

\*\*\*It should be ensured that the vehicle is having trained Pilot.

The detailed flow chart for the effective implementation is appended.

28.03.2020

  
MANAGING DIRECTOR

**General Advisory for the Public for easy access for the Ambulance services for seeking emergency medical assistance in connection with COVID 19**

As part of comprehensive ambulance Network for effective transportation of the COVID 19 suspects/patients a wide spectrum of arrangements were made by the Government. If anyone is in demand of Ambulance services for seeking the medical help the following toll free numbers may be used .

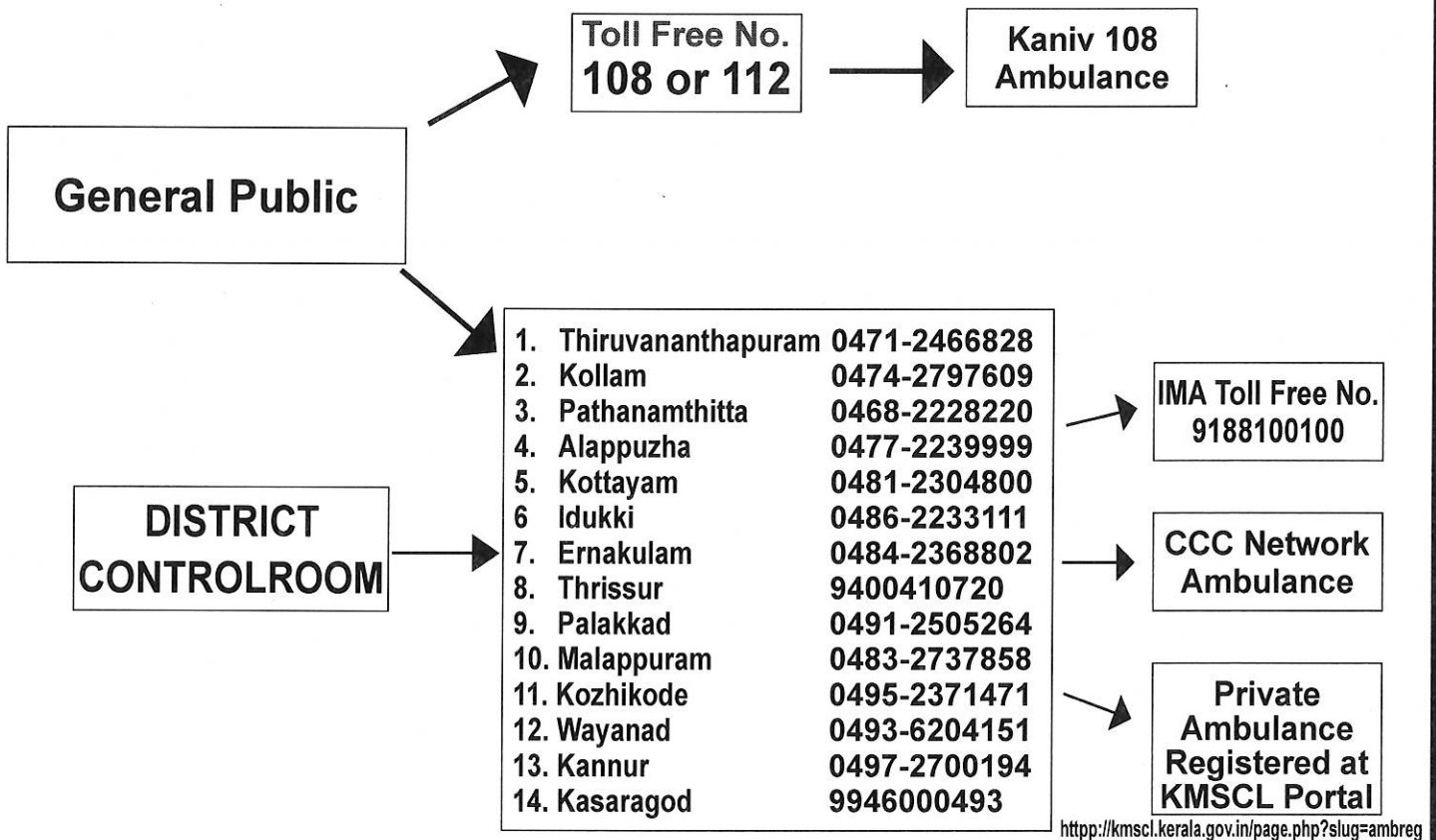
- Kaniv 108 ambulance Services - "108"
- Toll free number of Police Control Room -"112"

Apart from the above toll free numbers, general public can access the ambulance by calling any of the following numbers too so that the District Control rooms shall explore any of the possibilities including the Toll free number of IMA -9188100100 for enabling the ambulance assistance

Sl. No.	Districts	Contact numbers of Control Rooms
1	Thiruvananthapuram	0471-2466828
2	Kollam	0474-2797609
3	Pathanamathitta	0468-2228220
4	Alappuzha	0477-2239999
5	Kottayam	0481-2304800
6	Idukki	0486-2233111
7	Ernakulam	0484-2368802
8	Thrissur	9400410720
9	Palakkad	0491-2505264
10	Malappuram	0483-2737858
11	Kozhikode	0495-2371471
12	Wayanad	0493-6204151
13	Kannur	0497-2700194
14	Kasaragod	9946000493

# **COVID - 19**

## **AMBULANCE SERVICE FOR GENERAL PUBLIC**





# AMBULANCE SERVICE - SOP - FOR DISTRICT CONTROL ROOM

